

Request for Quotation (RFQ)

LBC/TN/701
Creative health intervention for primary-aged children with experience of domestic abuse

Issue Date: 18/06/2026

Bidders Response deadline: 09/07/2026 @ 12:00

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1. Invitation for Request for Quotation (RFQ) London Borough of Croydon

You are hereby invited by The Council to bid for the requirements detailed in the RFQ Specification in accordance with the conditions outlined in this document.

The Council invites quotations for the provision of a creative health intervention for primary-aged children with experience of domestic abuse. This will be a responsive intervention that engages children in creative arts-led participatory group work with intrinsic opportunities to develop personal, social and emotional outcomes relevant for children with this experience.

The duration of the contract is until end July 2027. This duration is in line with secured funding. Should the Council secure further funding related to the project, an extension of up to a further 12 months at a reduced award rate of 50% of delivery costs may be considered, subject to agreement by both parties. The Council will aim to inform supplier(s) of the success of securing further funding by March 2027 wherever possible.

By participating in this RFQ you are indicating your acceptance to be bound by the guidelines set out in this document. We provide below the key details of the Council requirement, which you should take into account in your response.

2. Instruction to bidders

Instructions

These instructions are designed to ensure that all Bidders are given equal and fair consideration. It is important therefore that you provide all the information asked for in the format and order specified in this RFQ.

Bidders should read these instructions carefully before completing the bid documentations. Failure to comply with these requirements for completion and submission of the submitted bid may result in the rejection of the bid. Bidders are advised therefore to acquaint themselves fully with the extent and nature of the goods/service/works and services and contractual obligation. It is the responsibility of the Bidder to ensure that they have all the information they need to prepare their Quotation. Participation in the bid process automatically signals the Bidder accepts these conditions of participation.

When prompted to accept our Terms and Conditions (T&Cs), we expect you have read, understood, and are in agreement with the proposed terms.

Once a Bidder(s) has been deemed successful, they will be required to ensure they have registered on the Government's Central Digital Platform (CDP) and confirm their CDP Unique Identifier to the Council's Officer as part of the award process. Guidance on how to register can be found by following this [link](#) and support will be provided to successful Bidder(s) if necessary.

Successful Bidder(s) will also be required to register on the Council's e-tendering portal using this [link](#) once appointed. Failure to register on both the CDP and the Council's e-tendering portal once a Bidder(s) is confirmed as successful may result in the rejection of the bid or a delay in service delivery.

RFQ Response

Bidders must complete and return the enclosed documents on the Croydon Tenders Portal [London Borough of Croydon E-Procurement Site - Home](#)

Completed tender documents must be returned no later than the deadline as set out in the Timetable (unless a revised deadline is communicated). It is entirely the responsibility of the bidder to ensure that it submits its bids by the deadline.

The Council will not accept printed or hard copy RFQ Documents. Quotation Response Documents are only to be submitted electronically.

Documents issued by the council to be completed by bidders for submission must not be restricted or password protected and must be in the original Microsoft Word or Excel format when submitted by bidders. Accompanying documents may be in MS Office or PDF format.

Please note it is the Council’s policy to publish responses to all queries relating to content of the RFQ (‘Queries’). Any questions deemed to be commercially confidential should therefore be clearly marked.

Checklist: List of Documents related to this RFQ in Appendix:

ITEM	FORM AND PURPOSE
Documents that relate to this quotation	
PART A: Specification of Requirement	The Council’s requirements that the bidder will respond against.
PART B: Bidder Submission	Bidders must complete the submission document including main contact details and response to questions
PART C: Pricing Schedule	Bidders must complete the pricing document.
PART D: Additional Information	To be read in conjunction with this RFQ. Contains additional information, legal compliance and disclaimers that Bidders are required to adhere to as part of their RFQ submissions.
PART E: Form of Tender	Bidders must complete and return the embedded form of tender
PART F: Standard Terms and Conditions	Your submission shall be in accordance with the Council’s Standard Conditions of Contract.
PART G: Premier Supplier Programme	For information

The Council reserves the right to issue supplementary documentation at any time during this RFQ Process to clarify any issue or amend any aspect of the RFQ. All such further documentation that may be issued shall be deemed to form part of the RFQ and shall supplement and / or supersede any part of the RFQ to the extent indicated.

Timetable

The projected timetable for this procurement is as follows:

STAGE	DATE
Issue Request for Quotation	18/06/2026
Clarification Deadline	02/07/2026
Request for Quotation Deadline	09/07/2026 @ 12:00 (Noon)

Evaluation	From 09/07/2026
Notification of Outcome	From 15/07/2026
Expected Contract Award	16/07/2026
Expected Contract Start	17/07/2026

This timetable is indicative only. Whilst the Council does not intend to depart from the timetable, it reserves the right to do so at any time.

Bidder Clarifications

The Council reserves the right to communicate to all Bidders, in an anonymised form, all requests for clarification and responses.

If a bidder considers its question to be commercially sensitive then the question must be clearly marked "In confidence – not to be circulated to other bidders" and the bidder must set out the reason for the request for non-disclosure to other bidders. The Council will consider this request but where, in The Council's opinion, it is considered that the request does not relate to commercially sensitive information the bidder will be informed that it can either withdraw the request or, if not withdrawn, the request and response will be circulated to all bidders.

It is the Bidder's responsibility to review all questions and answers as they are communicated.

Submission

If a bidder's quotation contains omissions, The Council reserves the right (at its discretion) to disqualify the entire quotation or to seek further clarification regarding the omission.

3. General Information & Guidance

Bid Costs

Bidders are advised that all costs included in preparation and submission of bids and any other costs will be borne by them, and in no circumstances will The Council be responsible for any such costs.

Right to Cancel or Vary

The Council reserves the right to terminate the procurement process at any time prior to award. The Council does not bind itself to accept the lowest bid, or any bids received, and reserve the right to call for new bidders should they consider this necessary.

The Council reserves the right, at any time and at its discretion to; cancel or withdraw from the procurement process at any stage, not to award a contract.

Conflicts of Interest

The Council requires any and all actual or potential conflicts of interest to be disclosed by the bidder and resolved to the Council's reasonable satisfaction prior to entry of any Contract. Failure to declare and/or resolve such conflicts to the reasonable satisfaction of the Council could result in the withdrawal of the relevant award of Contract.

Additional Information

PART D of this RFQ contains additional information, legal compliance and disclaimers that Bidders are required to adhere to as part of their RFQ submissions.

4. Premier Supplier Programme (PSP)

The Council's Premier Supplier Programme ("PSP) is designed to improve the ordering, invoice management and payment processes for the benefit of all parties. Improvements in these areas allow the Council to pay invoices early. In return for paying ahead of standard terms, a small rebate is deducted. The rebate is calculated dynamically and is proportionate to the number of days The Council accelerate your payment (the number of elapsed days between the receipt of your invoice and the date it is paid). The rebate is only applied if payment is made ahead of terms.

Participation in the PSP is optional. However, the Council envisages that key suppliers will participate.

More details on the benefits of the programme are available via: [London Borough of Croydon | Premier Supplier Programme \(oxygen-finance.com\)](http://www.london-borough-of-croydon.gov.uk/premier-supplier-programme) and a draft Supplier Participation Agreement is included in with the RFQ documents (PART G).

5. Evaluation Methodology and Award

This section outlines the methodology by which Quotations will be evaluated. Upon receipt, the Council will review and evaluate bidders' proposals and may request clarification from bidders if there are questions concerning the proposal.

The Council intends to award the Contract on the basis of the Quotation which represents the Most Economically Advantageous Quotation.

Bidders are required to submit a Technical and Price response. The scoring/evaluation will be weighted as set out below:

Award Criteria	Criteria Weighting	Evaluation Questions	Question Weightings
Technical	70%	Delivery Team: artistic skills and experience	25%
		Delivery Team: clinical skills and experience (including supervision)	25%
Social Value		Delivery Team: representation	10%
		Provision of opportunities for local arts facilitator(s)	10%
Technical Sub-Total			70%
Price	30%		30%
Price Sub-Total			30%
GRAND TOTAL			100%

Evaluation Scoring

Each Technical Question will be scored by the evaluation panel that will award marks in a range of 0 to 5.

Score	Rating	Criteria for awarding score
5	Excellent	Exceeds the requirement. Exceptional demonstration by the bidder of their relevant ability, understanding, skills, resource and quality measures provided in the method statement. Response identifies factors that demonstrate added value, with evidence to support the response.
4	Good	Satisfies the requirement with minor additional benefits. Above average demonstration by the bidder of the relevant ability, understanding, skills, resource and quality measures provided in the method statement. Response identifies factors that demonstrate added value, with evidence to support the response.
3	Acceptable	Satisfies the requirement. Demonstration by the bidder of the relevant ability, understanding, skills, resource and quality measures provided in the method statement, with evidence to support the response.
2	Reservations	Satisfies the requirement with reservations. Some reservations of the bidder's relevant ability, understanding, skills, resource and quality measures provided in the method statement, with limited evidence to support the response.
1	Serious Reservations	Satisfies the requirement with serious reservations. Serious reservations of the bidder's relevant ability, understanding, skills, resource and quality measures provided in the method statement, with little or no evidence to support the response.
0	Unacceptable	Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the bidder has the ability, understanding, skills, resource and quality measure, with little or no evidence to support the response.

Social Value Scoring Table

TABLE THREE B – Criteria for the Social Value Quality Question

Score	Rating	Criteria for awarding score
5	Excellent	<p>The response to the Quality Question is robust and compelling, because the response most closely matches the following criteria:</p> <ul style="list-style-type: none">• it provides a significant level of targeted social value to the Borough and its residents in a manner which is entirely deliverable, and which is specific and tailored to Croydon;• it is entirely consistent with the aims and priorities of the Social Value Toolkit; and• it leverages the skills and experience of the Supplier to deliver significant innovation and additional social value.
4	Good	<p>The response to the Quality Question is robust because the response most closely matches the following criteria:</p> <ul style="list-style-type: none">• it provides a significant level of targeted social value to the Borough and its residents in a manner which is deliverable. Some tailoring to Croydon is apparent;• it is consistent with the aims and priorities of the Social Value Toolkit; and• it leverages the skills and experience of the Supplier to deliver innovation and additional social value.
3	Acceptable	<p>The response to the Quality Question is reasonably robust because the response most closely matches the following criteria:</p> <ul style="list-style-type: none">• it provides material social value to the Borough and its residents in a manner which is deliverable (albeit with some reservations). Limited tailoring to the Croydon is apparent;• it is generally aligned with the aims and priorities of the Social Value Toolkit, but with some reservations; and• it provides limited innovation and added value.
2	Minor Reservations	<p>The response to the Quality Question lacks robustness because the response most closely matches the following criteria:</p> <ul style="list-style-type: none">• it provides modest social value to the Borough and its residents in a manner which may be deliverable (albeit with significant reservations). Very limited tailoring to Croydon is apparent;

TABLE THREE B – Criteria for the Social Value Quality Question

Score	Rating	Criteria for awarding score
		<ul style="list-style-type: none"> it is generally aligned with the aims and priorities of the Social Value Toolkit, but with significant reservations; and it provides very limited innovation and added value.
1	Serious Reservations	<p>The response to the Quality Question lacks any significant robustness because the response most closely matches the following criteria:</p> <ul style="list-style-type: none"> it provides very modest social value to the Borough and its residents; there are significant doubts over the proposals' deliverability; very limited or no tailoring to Croydon is apparent; it fails to align with the aims and priorities of the Social Value Toolkit; and it provides no innovation or added value.

Technical Evaluation Methodology

The formula used to calculate the weighted scores for each scored question is:

Question Weighted Score (%) = (Bidder's score / maximum score of 5) x Question Weighting.

The weighted scores for each question will then be added together and multiplied by the technical weighting of 80% to give an overall quality weighted score for each submission.

Technical Evaluation Example only.

			Company 1	
Criteria	Mark out of 5	Question Weighting %	Moderated Score	Weighted Marks
Criteria 1	5	20	3	3/5 x 20% = 12
Criteria 2	5	20	4	4/5 x 20% = 16
Criteria 3	5	20	4	16
Criteria 4	5	20	3	12
Criteria 5	5	20	4	16

Total
Score

100

72

For Pass/Fail questions, the Bidder must achieve a Pass in order to be eligible for the award of a Contract. A Fail will mean that the Bidder is excluded from the Procurement.

Bidders should note that any Technical Question submitted awarded a score of 2 or below may result in the rejection of the bid.

Price Schedule

Please complete the pricing schedule (PART C).

The quotation shall remain valid for 180 days. The price offer is to remain valid and fixed for the contract duration.

Bidders are to note that the purpose of this price matrix is to enable a relative comparison to be made between bids and it in no way guarantees nor reflects the level or value of works which may be provided under the contract.

All prices and rates must be stated inclusive of all costs (including all expenses) and stated exclusive of Value Added Tax and should be expressed in pounds sterling.

Evaluation Methodology for Price

Price will be scored based on the Bidder that submits the lowest price achieving the maximum available score.

Other bidders will be allocated a score on a pro/rata basis based on percentage variation to the lowest price e.g.

$$\frac{\text{Lowest (net total) Price Bid Submitted for criterion}}{\text{Bidder (net total) Price Submitted for criterion}} \times \text{Price weighting}$$

A worked example is set out below. In this example, the maximum available mark for price is 60%, the lowest price (3) is £425 and the higher price (5) is £625:

Example;

Tender	Price £	Calculation	Convert to 60%	Points
1	500	$(425 \div 500) \times 100 = 85$	$(60 \times 85) \div 100$	51
2	622	$(425 \div 622) \times 100 = 68.3$	$(60 \times 68.3) \div 100$	40.98
3	425			60
4	440	$(425 \div 440) \times 100 = 96.5$	$(60 \times 96.5) \div 100$	57.90

5	625	$(425 \div 625) \times 100 =$ 68	$(60 \times 68) \div 100$	40.80
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The Bidder who satisfies all requirements of the RFQ and which is awarded the highest combined Price and Technical score shall be identified as the preferred Bidder. All scores will be rounded to two decimal places

The Council may run a Dun & Bradstreet (D&B) report to understand the financial health of the Bidders. A D&B Risk Indicator of 1 or 2 will result in a Pass. In the event that the D&B Risk Indicator rating is greater than 2, the Council reserves the right to request that the Bidder provides additional information and/or assurances. The information and/or assurances must satisfy the Council that the Bidder is sufficiently financially robust to deliver the requirement. If the information and/or assurances provided are not satisfactory, then the Council reserves the right to award a Fail to the Tenderer.

Clarification Meetings

As part of the evaluation process, bidders may be requested to attend a meeting in order to answer questions relating to their submissions, from the evaluation panel. The purpose of the meeting will be to clarify (if required) bid submissions and to confirm or adjust the scoring of Bidders' submissions.

6. Award

Award Process

Following the evaluation results The Council reserves the right to carry out any due diligence deemed necessary by the Council on the preferred Bidder, this may include:

- Receipt of all necessary evidentiary documentation
- Any post bid clarification
- Pre Contract meetings.
- Receipt of satisfactory client references for similar services or goods provided.

In the event of any material change to any of the information contained in the Quotation between the date of this Quotation and the date that the Council informs Bidders of whether or not they have been selected, then the Bidder must immediately notify the Council in writing of such change.

The Council is entitled to revisit their selection and/or evaluation of the Bidder, on the basis of any material change that has occurred, and it may exclude the Bidder, if necessary, as a result of that process. Final determination of whether or not any change is material is at the Council's discretion.

Please note that the Council may ask for a Best and Final Offer before awarding the contract to the winning bidder.

Notification

Successful and unsuccessful bidders will be notified of the evaluation results electronically via a Successful or Unsuccessful Bidder Letter which will be sent to the Bidder's main contact identified in PART B (section 1).

Contract

The Council expects that each bidder who submits a Quotation does so in its own name (e.g. rather than in the name of another group company, or if the bidder is a consortium, in the name of the consortium that was accepted at the Quotation stage). If a bidder is accepted into a contract, The Council would expect that entity to enter into the relevant contract.

APPENDIX

PART A: SPECIFICATION

Please access the specification for the service at:

https://www.culturecroydon.com/wp-content/uploads/2026/06/2026_27-Creative-Health-CYP-DA-Specification.pdf

PART B: BIDDER SUBMISSION

1. Main Contact Details

Company Name (Please state if you are a Limited Company /Sole Trader/Other)	Limited Company/Sole Trader(delete as appropriate). If 'Other' please specify status below
Central Digital Platform Unique Identifier (if available)	
Company Registration Number Charity Registration Number	
VAT Registration Number	
Contact name of person who will work on Contract	
Contact's position	
Contact's telephone number	
Contact's email address	
Are you aware of any potential conflict of interest	
If yes please explain	

2. Technical Pass/Fail Questions

Bidders are to provide responses for the below questions.

Question	Pass/Fail Requirements	Bidder Response
Adherence to Enhanced DBS check requirement for delivery team		
Adherence to Trauma informed training requirement for delivery team		

3. Technical Scored Questions/Method Statement

Provide a response/method statement to the below questions:

<p>Question Description: Please demonstrate the relevant skills and experience of your delivery team, with regards to artistic practice with the target group and outcomes. Include evidence of your ability to incorporate clinical expertise in the design of the programme, and to work collaboratively with stakeholders to co-design interventions. Please include a minimum of two examples or case studies of similar work you have undertaken. (25% weighting)</p>	
<p>(1 pages max)</p>	
<p>Set out how you will satisfy and meet the requirements</p>	<p>Bidder Response</p>

<p>Question Description: Please demonstrate the relevant skills and experience of your delivery team, with regards to relevant clinical practice or expertise in child development, domestic abuse and/or trauma. Include how this expertise will feed into the development of the artistic practice, and how it will feed into the facilitation of the parallel parent support activity. Include what supervision will be in place for the delivery team. Please include a minimum of two examples or case studies of similar work you have undertaken. (25% weighting)</p>

(1 pages max)	
Set out how you will satisfy and meet the requirements	Response

Question Description: Describe how your team is representative of Croydon communities. (10% weighting)	
(0.5 pages max)	
Set out how you will satisfy and meet the requirements	Bidder Response

Question Description: Describe how you will build in practical opportunities for a Croydon-based artist(s) with relevant practice to gain experience and skills during this programme. (10% weighting)	
(1 pages max)	
Set out how you will satisfy and meet the requirements	Bidder Response

PART C: PRICING SCHEDULE

Guidance

Please complete the Price Schedule embedded below providing your price for each of the required elements.

1. Bidders are to note that the purpose of this price matrix is to enable a relative comparison to be made between bids and it in no way guarantees nor reflects the level or value of works which may be provided under the contract.
2. All prices and rates must be stated inclusive of all costs (including all expenses) and stated exclusive of Value Added Tax and should be expressed in pounds sterling.
3. Please include breakdowns of each delivery element by team role.

Please access the Pricing Schedule here:

https://www.culturecroydon.com/wp-content/uploads/2026/06/Volume-2-Pricing-Schedule-Creative-Health-DA-26_27.xlsx

PART D: ADDITIONAL INFORMATION

To be read in conjunction with this RFQ. It contains additional information, legal compliance and disclaimers that Bidders are required to adhere to as part of their RFQ submissions.

Please access Additional Information here: <https://www.culturecroydon.com/wp-content/uploads/2026/06/240415-Additional-RFQ-Information.docx>

PART E: FORM OF TENDER

To be completed and returned with the RFQ response.

Please access the Form of Tender here: <https://www.culturecroydon.com/wp-content/uploads/2026/06/240415-Volume-1.1-Form-of-Tender-Template.docx>

PART F: STANDARD TERMS AND CONDITIONS

Your submission shall be in accordance with the Council's Standard Conditions of Contract accessed here: <https://www.culturecroydon.com/wp-content/uploads/2026/06/Short-Form-Contract-FINAL.docx>

PART G: PREMIER SUPPLIER PROGRAMME: SUPPLIER PARTICIPATION AGREEMENT

The template Premier Supplier Programme participation agreement is included for information.

Please access here: <https://www.culturecroydon.com/wp-content/uploads/2026/06/Volume-4b-PSP-Participation-Agreement-5-8-14-1.pdf>